





FIRST RESPONDER RESPECT

WHAT IS YOUR EMERGENCY? POLICE

TEAMWORK FIRE

INTEGRITY MEDICAL

Sarpy County Emergency Communications 2020 Year in Review



SARPY COUNTY EMERGENCY COMMUNICATIONS

Director's Message



William Muldoon, Director

2020 will be a year we will always remember, not due to the continued progress performed on our radio improvement project, but due to the worldwide pandemic that would take over our interests the rest of the year with its impacts to the public health of Sarpy County residents. Beginning in March when it was apparent that the United States would not escape this new world-wide public health threat, we began implementing strategies to help keep our first responders safe including, instituting call screening questions when callers were reporting certain medical conditions. We worked with our medical director, Dr. Eric Ernest of Bellevue Medical Center to amend our protocols to ensure the questions were targeted and did not slow first responder response.

Shortly thereafter several protocols were changed to limit law enforcement as well as EMS and fire responders' exposure to unnecessary contact and encourage telephone reports or contact outside with social distance in mind. Screening questions about sickness in the household before face-to-face meeting became standard.

Protocols soon moved inward as we sought to ensure a healthy workplace here in our Center. Visitors and tours were suspended and after consultation with our Human Resources Department and the Sarpy/Cass Health Department. We also instituted health screening as dispatchers reported to work, including taking their temperatures. Wall extensions between work positions were added and face masks were required.

We are happy to report that while we had individual instances of employees exposed to or contracting the virus, we had no widespread episodes that adversely affected our service or closed our Center. We encouraged employees who felt sick or had been exposed to stay home. The County's employee pandemic leave provisions protected our workforce while safeguarding them individually as well.

I am very proud of how our dispatchers responded to the pandemic and the sacrifices they made in leaving the safety of their homes and families to come to work each shift to provide Sarpy County residents and guests with our 9-1-1 service. Even with family responsibilities, and despite daycare and school closures, they answered the call and found a way to report for duty. I am particularly proud of two employees who not only stayed healthy the entire year, but used no sick leave the entire time. Sandy Adams, our day-shift Lead Dispatcher, and Gretchen Hover, a dispatcher on the night shift, set the highest standard of service worthy of honorable mention with their consistent presence.

As we start 2021 and while we move into our twenty-sixth year of service, know that every day, every hour, our Sarpy County Emergency Communications dispatchers stand ready to answer your emergency call and dispatch your Sarpy County first responders. It is a privilege to work alongside such remarkable, dedicated people, who are Sarpy County's *first* first responders!

Sincerely, William Muldoon

CELEBRATING 25 YEARS OF PUBLIC SERVICE 1995-2020

Sarpy County Emergency Communications

Overview

- Dispatch staff is responsible for receiving, prioritizing, and sending appropriate first responders to the citizens of Bellevue, Gretna, Papillion, La Vista, Springfield, and greater Sarpy County
- Public Safety Answering Point (PSAP) serving all of Sarpy County including answering wireless calls for Offutt Air Force Base
- Dispatch for all eight public safety agencies in Sarpy County, including fire and police departments, and the Sarpy County Sheriff's Office
- Staffed with public safety telecommunicator professionals who are trained to answer 9-1-1 and non-emergency telephone calls. The training program is nine months
- Utilize Computer Aided Dispatch (CAD) and Emergency Medical Dispatch (EMD) systems
- Manage 800 MHz trunked radio system and its tower sites
- More than 6,000 users on the radio system including federal, state, and local entities
- Dispatch staff includes 32 full-time dispatchers, 4 senior dispatchers and 4 lead dispatchers
- Department is supported by a training and quality assurance coordinator, three communications technologists, a telephone system and technology manager, a public safety information system specialists, an administrative specialist, and a director

Attrition Rate	2018	2019	2020
Total number of dispatchers at highest staffing level	41	42	42
Number of new hires that failed training or probation	2	0	2
All others who left for any reason	2	4	2
Attrition Rate	7.00%	9.52%	9.52%



Director Muldoon presenting Lead Dispatcher Mayor with a CPR Life Saving award

SARPY COUNTY EMERGENCY COMMUNICATIONS

2020 in Review

- Completed transition of radio users from SmartX Motorola System to new Motorola Astro® 25 digital system
- Promoted radio communications technologist Jim Tracy to manage new radio system
- Hired four dispatcher trainees; two graduated
- Contracted with Priority Dispatch® to provide emergency EMS calls quality assurance review and evaluation
- Implemented call taker quality assurance (QA) evaluations
- Dispatcher Kristy Cressler received a CPR Life Saving Award for actions in July 2020
- Lead Supervisor Denise Mayor received a CPR Life Saving Award for actions in July 2020
- Dispatcher Kyle Goff received a CPR Life Saving Award for actions in September 2020
- Training & Quality Assurance Coordinator Cindy Lacy serves as a member of the Nebraska Service System Advisory Committee (SSAC) Training Working Group, focused on training initiatives, developing best practices, and establishing minimum requirements for dispatcher training to be implemented across the state
- Staff toured the Facebook Operations Center to gain a better understanding of facility's layout
- Started a class of five new dispatchers in November 2020
- Telephone System and Technology Manager Kimberly Kuszak serves as a member of the Nebraska Service System Advisory Committee (SSAC), Technology Working Group, focused on technical initiatives and 9-1-1 Next Generation core services system
- Training & Quality Assurance Coordinator Cindy Lacy earned her Registered Public Safety Leader (RPL) Certification from the Association of Public-Safety Communications Officials
- Lead Supervisor Clare Severn earned her Emergency Number Professional (ENP) Certification from the National Emergency Number Association
- Nine Incident Dispatch Team (IDT) call outs and two training exercise in 2020. Incidents included: Protests, search and rescue for missing child on the Platte River, Sonic active assailant/bomb threat
- Processed 547 records requests for the County Attorney's Office, outside law firms, and public requests
- Radio communication technologists and new specialist attended training from Motorola on the Astro® 25 Motorola system
- Upgraded recording system to Eventide® Logger with a built in Quality Assurance Modules
- Posted 2,992 Tweets on the 9-1-1 Emergency Communications Center account; currently have 12.5K Twitter followers



64,464

911 Calls Answered in 2020

176

Average 911 Calls per day

340

Average Administrative and Non-Emergency Calls per day

95.85%

9-1-1 Calls Answered within 10 seconds



93%

High Priority Medical Calls Dispatched Under 90 Seconds



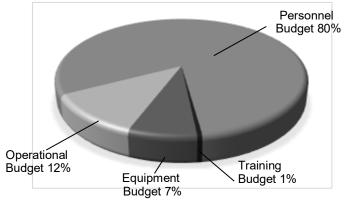
138,410

Public Safety Incidents Created for Law & Fire Agencies in 2020

CELEBRATING 25 YEARS OF PUBLIC SERVICE 1995-2020

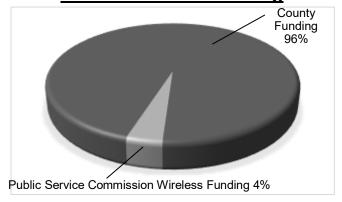
Department Budgeting/Financial

Fiscal Year 2020 Expenses



Personnel Budget	
Operational Budget	
Training Budget	
Equipment Budget	\$373,997 (7%)

Fiscal Year 2020 Funding



County Funding	\$5,011,226 (96%)
Public Service Commission	. , , , , , , , , , , , , , , , , , , ,
Wireless Funding	\$205,106 (4%)

Center Call Workload

9-1-1 Call Volume:

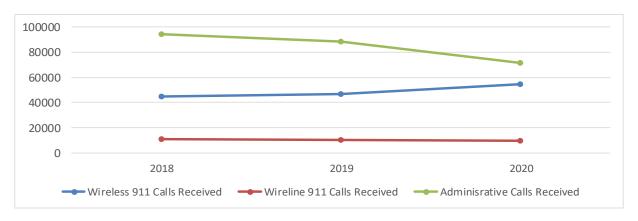
2020 Wireless 9-1-1 Calls Received	ĺ
2019 Wireless 9-1-1 Calls Received	ĺ
2018 Wireless 9-1-1 Calls Received 44,441 (81% Wireline 9-1-1 Calls Received	ĺ

Non-Emergency and Administrative Calls:

2020	
Incoming Non-Emergency/Admin Calls	71,189
Outgoing Administrative Calls	53,419
Total Calls	124.608

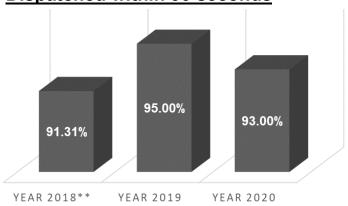
2018	
Incoming Non-Emergency/Admin Calls	94,490
Outgoing Administrative Calls	
Total Calls	. 162,407

9-1-1 and Administrative Calls—Past Three Years



SARPY COUNTY EMERGENCY COMMUNICATIONS

<u>High Priority Medical Calls for Service</u> Dispatched within 90 seconds



**2018 was a transition year from one EMD procedure to implementing ProQA

Law and Fire Calls for Service Created

2020	
Bellevue Fire Department	5,544
Bellevue Police Department	46,091
Gretna Fire Department	
Papillion Fire Department	4,295
Papillion Police Department	
La Vista Police Department	25,959
Sarpy County Sheriff Office	40,554
Springfield Fire Department	256
Total	
2019	
	E 160
Bellevue Fire Department	
Bellevue Police Department	
Gretna Fire Department	
La Vista Police Department Papillion Fire Department	1 251
Papillion Police Department	22 501
Sarpy County Sheriff Office	
Springfield Fire Department	165
Totals:	
	140,233
2018	
Bellevue Fire Department	
Bellevue Police Department	
Gretna Fire Department	
La Vista Police Department	
Papillion Fire Department	
Papillion Police Department	
Sarpy County Sheriff Office	
Springfield Fire Department	
Totals:	153,728

Department Complaints



The Sarpy County Emergency Communications Department operates with transparency and responsiveness to both the agencies we serve and the citizens we protect. Complaints alleg-

ing employee misconduct or concerns regarding department operations are accepted and investigated. Similarly, commendations and suggestions are accepted and passed along to our team members. Complaints can be useful in identifying performance issues as well as identifying deficient department policies and training needs. In some circumstances, complaints and suggestions can be used to clarify and correct misunderstandings of what happened or where process improvement can be enacted.

In 2020, the department received ten complaints or requests for policy clarification from the public, internally, or from agencies we serve. Four of the complaints were sustained with corrective action taken; three were exonerated (cleared of wrongdoing); two resulted in policy corrections/updates; and one was unfounded (did not occur).



Staff Tour of Facebook Facilities

CELEBRATING 25 YEARS OF PUBLIC SERVICE 1995-2020

Training and Quality Assurance Year in Review

Ongoing Training:

- Bi-weekly shift quiz/review on agency procedures
- Association of Public-Safety Officials, Communications Training Officer continuing education articles and quizzes
- Emergency Medical Dispatcher continuing education articles, protocol review and quizzes
- · County internet security training
- Two minute training videos
- Policy and procedure updates
- Mobile Data Computers Automatic Tactical Mapping training – dispatchers participate and assist with training road patrol units

Month	Training Title	Number of Staff Attended
January	CPR	2
September	CPR	11
December	CPR	5
June	EMD Recertification	20
June	EMD-Q Recertification	1
August	CJIS Certification	2
January	CJIS Recertification	1
April	CJIS Recertification	2
May	CJIS Recertification	6
June	CJIS Recertification	1
July	CJIS Recertification	2
August	CJIS Recertification	1
March	CTO Recertification	1
December	CTO Recertification	2
12/2019 – 11/2020	2019 Dispatcher Class Graduated	2
11/2020 – 9/2021	2020 Dispatcher Class Started	5



November 2020 New Dispatcher Trainee Class

Emergency Medical Dispatch (EMD) Quality Assurance

Sarpy Emergency Communications provides EMD using protocols from the International Association of Emergency Dispatch. We contract our EMD Quality Assurance evaluations to the International Association of Emergency Dispatch, which evaluates dispatcher performance against national best practice standards. This allows our EMD evaluations to be completed in a timelier manner, providing immediate feedback to the dispatcher being evaluated.

2020 Call Taker Quality Assurance

High Compliant (100%)	785	(58%)
Compliant (90% - 99%)	472	(35%)
Non-Compliant (< 90%)	89	(7%)
Total Calls Evaluated	1,346	

Page: 7